

~~CLAIMS~~

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A method of generating a process plan comprising:

- i) storing at least one generic process plan,
- ii) storing at least one non-generic process element containing a predetermined pattern,
- iii) searching said at least one generic process plan for the predetermined pattern contained by at least one non-generic process element,
- iv) on detection of the predetermined pattern, inserting content from said at least one non-generic process element into the generic process plan to generate a process plan, and
- v) outputting the generated process plan.

2. A method according to claim 1 further comprising the steps of receiving for storage at least one generic process plan and receiving for storage at least one non-generic process element.

claim 1
3. A method according to ~~either one of the preceding claims~~ wherein each stored generic process plan is indexed in accordance with a goal to be achieved by the plan and the method further comprises:

- vi) receiving a goal input, and
- vii) selecting a generic process plan for searching, said selection being in accordance with the received goal input.

claim
4. A method according to ~~any one of the preceding claims~~ wherein at least one non-generic process element comprises resource information, identifying one or more resources to support a process step in a generated process plan.

5. A method according to claim 4 wherein each stored non-generic process element comprising resource information is indexed in accordance with one or more relevant resources.

claim 1
6. A method according to ~~any one of the preceding claims~~ wherein at least one inserted process element comprises data.

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claim 1

7. A method according to ~~any one of the preceding claims~~ wherein at least one non-generic process element comprises context specific method steps or data and is indexed for storage according to the relevant context.

8. A method according to claim 7 wherein the context for at least one non-generic process element is service type.

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claim 1

9. A method according to ~~either one of claims 7 or 8~~ wherein the context for at least one non-generic process element is customer type.

10. Apparatus for use in generating a process plan, the apparatus comprising:

- i) a generic process plan store
 - ii) a non-generic process element store
 - iii) means for searching generic process plans for at least one predetermined pattern contained in a non-generic process element,
 - iv) means for inserting content from said at least one non-generic process element into a generic process plan on detection of the predetermined pattern so as to generate a process plan, and
 - v) an output for generated process plans.
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